



CESAR²

SERVICE LEVELS

**V 3.1 English
2020-12-01**

Content

1. SERVICE LEVELS	1
1.1 Service Level	1
1.1.1 SN 0 99.5%	1
1.1.2 SN 1 99.7%	1
1.1.3 SN 2 99.9%	2
1.2 Troubleshooting	2
2. PLANNED MAINTENANCE	3
2.1 Service Window	3
2.2 Dark fiber in power line	3
3. AVAILABILITY AND TROUBLESHOOTING	4
3.1 Availability	4
3.2 Calculation of Availability	4
3.3 Measurement Period	4
4. PENALTY FEE	5
4.1 Penalty fee for exceeded repair time	5
4.2 Penalty fee lack of availability	5

1. SERVICE LEVELS

1.1 Service Level	<p>The Seller provides service levels SN0 - 99.5% holiday free weekdays, 07.00-17.00, SN1 - 99.7% or SN2 - 99.9% 24 hours a day, 7 days a week. Availability for Service levels SN 0, SN 1 and SN 2 are stated as the minimum availability for their respective Service level. Service levels are applicable to products specified in the Service Specification. The Service level must always be stated in the Call-off Agreement. Service Level SN BAS is only provided solely for Dark fiber Light Consumer and Dark fiber Light Business, terms and conditions for SN BAS are stated in the Service Specifications for Dark fiber Light Consumer and Dark fiber Light Business.</p>																	
1.1.1 SN 0 99.5%	<p>SN 0 - Service level 99.5% holiday free weekday</p> <table border="1" data-bbox="416 819 1412 1167"> <thead> <tr> <th>Service time</th> <th>Availability</th> <th>Time for Fault report</th> <th>Troubleshooting started</th> <th>Troubleshooting completed (resolution time)</th> <th>Penalty fee for exceeded resolution time</th> </tr> </thead> <tbody> <tr> <td>Holiday free weekday 0700-1700</td> <td>99,5%</td> <td>Around the clock all days</td> <td>Within 4 hours Holiday free weekday 07.00-17.00</td> <td>Within 12 hours Holiday freeweekday 07.00-17.00</td> <td>300 SEK plus 3% of the monthly fee per started hour past the agreed time commitment</td> </tr> </tbody> </table> <p>Status of troubleshooting and Fault handling are to be reported to the Buyer every 4 hours within Service time for SN0.</p>						Service time	Availability	Time for Fault report	Troubleshooting started	Troubleshooting completed (resolution time)	Penalty fee for exceeded resolution time	Holiday free weekday 0700-1700	99,5%	Around the clock all days	Within 4 hours Holiday free weekday 07.00-17.00	Within 12 hours Holiday freeweekday 07.00-17.00	300 SEK plus 3% of the monthly fee per started hour past the agreed time commitment
Service time	Availability	Time for Fault report	Troubleshooting started	Troubleshooting completed (resolution time)	Penalty fee for exceeded resolution time													
Holiday free weekday 0700-1700	99,5%	Around the clock all days	Within 4 hours Holiday free weekday 07.00-17.00	Within 12 hours Holiday freeweekday 07.00-17.00	300 SEK plus 3% of the monthly fee per started hour past the agreed time commitment													
1.1.2 SN 1 99.7%	<p>SN 1 - Service level 99.7%</p> <table border="1" data-bbox="416 1352 1412 1700"> <thead> <tr> <th>Service time</th> <th>Availability</th> <th>Time for Fault report</th> <th>Troubleshooting started</th> <th>Troubleshooting completed (resolution time)</th> <th>Penalty fee for exceeded resolution time</th> </tr> </thead> <tbody> <tr> <td>Around the clock all days</td> <td>99,7%</td> <td>Around the clock all days</td> <td>Within 4 hours around the clock all days</td> <td>Within 24 hours around the clock all days</td> <td>500 SEK plus 3% of the monthly fee per started hour past the agreed time commitment</td> </tr> </tbody> </table> <p>Status of troubleshooting and Fault handling are to be reported to the Buyer every 4 hours within Service time for SN1</p>						Service time	Availability	Time for Fault report	Troubleshooting started	Troubleshooting completed (resolution time)	Penalty fee for exceeded resolution time	Around the clock all days	99,7%	Around the clock all days	Within 4 hours around the clock all days	Within 24 hours around the clock all days	500 SEK plus 3% of the monthly fee per started hour past the agreed time commitment
Service time	Availability	Time for Fault report	Troubleshooting started	Troubleshooting completed (resolution time)	Penalty fee for exceeded resolution time													
Around the clock all days	99,7%	Around the clock all days	Within 4 hours around the clock all days	Within 24 hours around the clock all days	500 SEK plus 3% of the monthly fee per started hour past the agreed time commitment													

1.1.3 SN 2 99.9%	SN 2 - Service level 99.9%					
	Service time	Availability	Time for Fault report	Troubleshooting started	Troubleshooting completed (resolution time)	Penalty fee for exceeded resolution time
	Around the clock all days	99,9%	Around the clock all days	Within 4 hours around the clock all days	Within 8 hours around the clock all days	1000 SEK plus 3% of the monthly fee per started hour past the agreed time commitment
Status of troubleshooting and Fault handling are to be reported to the Buyer every hour within Service time for SN2						

1.2 Troubleshooting	<i>Troubleshooting started</i> means that within the stated time period, after the time of the service request from the Buyer, staff will have actively started the troubleshooting and/or corrective maintenance
1.2.1	<i>Troubleshooting completed</i> means that within the stated time period, after the time of the service request from the Buyer, Faults should be rectified, and the Service operate according to the Service specification. Specified time period is also resolution time.

2. PLANNED MAINTENANCE

2.1 Service Window	<p>The seller shall, within ten (10) working days in advance, inform the Buyer of any planned interruptions in the Service Window.</p>
	<p>Service Window is planned at a maximum of one (1) night during the period, Monday - Thursday between the hours. 00:00 and 06:00.</p>
	<p>A Completion report are mandatory after scheduled and performed planned maintenance at all times.</p>
2.1.1	<p>If the scheduled maintenance causes deviations from the original requirements of the applicable Service Specification, this must be agreed with the Buyer and a written report must be communicated to the Buyer before the Completion report (read above).</p>
2.2 Dark fiber in power line	<p>In case of planned interruption related to optical fiber transmission in the power line connection, maintenace may be required during daytime by the power line connection owner, which the Buyer is aware of. This information is delivered to the Buyer as soon as the Seller is aware of such interruption, no less than twenty (20) working days in advance.</p>
2.2.1	<p>The Buyer is given the opportunity to ensure redundancy and possibly announce affected customers. The Buyer shall, within two (2) working days, submit request to get the time for scheduled maintenance changed for cases where the availability of the service is very essential to the client or end customer business.</p>
2.2.2	<p>The Seller reserves the right to announce a new date outside of notified servicing at these times. All such communications from the Seller shall be sent by email to the person or function in accordance with the established contact list by the Buyer.</p>

3. AVAILABILITY AND TROUBLESHOOTING

3.1 Availability	<p>The Seller guarantees different levels of Availability depending on service level chosen by the Buyer. The Availability is depending on what service time is stated for each Service level. The calculation of availability excludes time for scheduled maintenance noted in advance according with point 2, Scheduled Maintenance.</p>
3.1.1	<p>At the occurrence of Fault, unavailable time is measured from the time the Buyer makes the Fault report to the Seller, until the Seller has reported that the troubleshooting has been completed, to the Buyer, on condition that the Fault has been rectified and the service acts in accordance with the Service specification.</p>
3.2 Calculation of Availability	<p>Availability are calculated as follows:</p> $\text{Availability} = \frac{100 * (\text{measurement period} - \text{unplanned service})}{\text{Measurement Period}}$ <p>Disruptions due to following reasons are excluded when estimating Availability:</p> <ul style="list-style-type: none"> • Unavailability caused by the Seller correctly announced planned maintenance (is normally performed without time periods that follows by agreed Service level or according to agreement) • Unavailability caused by action or negligence by the Buyer or someone of the Buyer's responsibility • Unavailability caused by force majeure
3.3 Measurement Period	<p>Measurement period refers to the time the Seller undertakes to perform the Troubleshooting during Service time according to selected Service level. Measurement period for Availability is stated in respective Service Specification.</p>

4. PENALTY FEE

<p>4.1 Penalty fee for exceeded repair time</p>	<p>Penalty fee will be charged if Fault is caused by circumstances the Seller is responsible for and has not been corrected within the significant Service Levels. The penalty fee is charged by the amount equal to stated data in Service Level 0,1 and 2 in the tables given percentage in paragraph 1 of the current Service for every started hour in addition to given time for Fault correction until Troubleshooting is complete. Penalty amount for single Faults shall not in any case exceed 75 % of a quarterly fee. If the calculated penalty amount, minus SEK 300, SEK 500 and SEK 1000, exceed 75 % of the quarterly fee, the Customer has a right to terminate the Service immediately and will not be able to claim further compensation. The Buyer will invoke penalty payment.</p>								
<p>4.2 Penalty fee lack of availability</p>	<p>If agreed Availability has not been maintained at the end of the measure period, a penalty fee will be charged with a percentage according to the following tables of the measurement period charged monthly fees, for current Service (hereinafter referred to as the "annual fee"). The Buyer will invoke penalty payment.</p>								
<p>4.2.1</p>	<p>SN 0 - Service level 99.5% holiday free weekday</p> <table border="1" data-bbox="577 1296 1147 1583"> <thead> <tr> <th data-bbox="577 1296 786 1368">Availability</th> <th data-bbox="786 1296 1147 1368">Penalty fee</th> </tr> </thead> <tbody> <tr> <td data-bbox="577 1368 786 1440">< 99.5 %</td> <td data-bbox="786 1368 1147 1440">1 % of the annual fee</td> </tr> <tr> <td data-bbox="577 1440 786 1512">< 99.4 %</td> <td data-bbox="786 1440 1147 1512">3 % of the annual fee</td> </tr> <tr> <td data-bbox="577 1512 786 1583">< 99.3 %</td> <td data-bbox="786 1512 1147 1583">5 % of the annual fee</td> </tr> </tbody> </table>	Availability	Penalty fee	< 99.5 %	1 % of the annual fee	< 99.4 %	3 % of the annual fee	< 99.3 %	5 % of the annual fee
Availability	Penalty fee								
< 99.5 %	1 % of the annual fee								
< 99.4 %	3 % of the annual fee								
< 99.3 %	5 % of the annual fee								

<p>4.2.2</p>	<p>SN 1 - Service level 99.7%</p> <table border="1" data-bbox="579 333 1149 622"> <thead> <tr> <th data-bbox="579 333 786 405">Availability</th> <th data-bbox="786 333 1149 405">Penalty fee</th> </tr> </thead> <tbody> <tr> <td data-bbox="579 405 786 477">< 99.7 %</td> <td data-bbox="786 405 1149 477">1 % of the annual fee</td> </tr> <tr> <td data-bbox="579 477 786 548">< 99.6 %</td> <td data-bbox="786 477 1149 548">3 % of the annual fee</td> </tr> <tr> <td data-bbox="579 548 786 622">< 99.5 %</td> <td data-bbox="786 548 1149 622">5 % of the annual fee</td> </tr> </tbody> </table>	Availability	Penalty fee	< 99.7 %	1 % of the annual fee	< 99.6 %	3 % of the annual fee	< 99.5 %	5 % of the annual fee
Availability	Penalty fee								
< 99.7 %	1 % of the annual fee								
< 99.6 %	3 % of the annual fee								
< 99.5 %	5 % of the annual fee								
<p>4.2.3</p>	<p>SN 2 - Service level 99.9%</p> <table border="1" data-bbox="579 703 1149 992"> <thead> <tr> <th data-bbox="579 703 786 775">Availability</th> <th data-bbox="786 703 1149 775">Penalty fee</th> </tr> </thead> <tbody> <tr> <td data-bbox="579 775 786 846">< 99.9 %</td> <td data-bbox="786 775 1149 846">1 % of the annual fee</td> </tr> <tr> <td data-bbox="579 846 786 918">< 99.8 %</td> <td data-bbox="786 846 1149 918">3 % of the annual fee</td> </tr> <tr> <td data-bbox="579 918 786 992">< 99.7 %</td> <td data-bbox="786 918 1149 992">5 % of the annual fee</td> </tr> </tbody> </table>	Availability	Penalty fee	< 99.9 %	1 % of the annual fee	< 99.8 %	3 % of the annual fee	< 99.7 %	5 % of the annual fee
Availability	Penalty fee								
< 99.9 %	1 % of the annual fee								
< 99.8 %	3 % of the annual fee								
< 99.7 %	5 % of the annual fee								
<p>4.2.4</p>	<p>If the calculated total amount of penalty reaches the penalty maximum amount, the Buyer owns the right to terminate the Service with immediate action whereby the Buyer is not required to pay additional compensation.</p>								